

March 1, 2004

HAND DELIVER

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station
Boston, Massachusetts 02202

Re: The Berkshire Gas Company, D.T.E. 04-13

Dear Secretary Cottrell:

Attached for filing is The Berkshire Gas Company's ("Berkshire" or the "Company") Service Quality Report for calendar year 2003. This filing is made pursuant to Berkshire's Service Quality Plan approved pursuant to the Department's April 17, 2002 letter. This filing is presented in the format described in the Department's February 6, 2003 correspondence from Caroline M. O'Brien and Jody Stiefel regarding report filing format, as confirmed by a memorandum dated February 25, 2004.

Berkshire submitted its most recent annual report under D.T.E. 99-84 (Service Quality Standards for Electric Distribution Companies and Local Gas Companies) on March 3, 2003. That filing included information on performance through 2002 and described benchmarks for 2003. In a letter order dated September 30, 2003, the Department found that Berkshire had provided service quality consistent with the Department's established Guidelines and the Company's approved service quality plan.

Berkshire is pleased to report that it has satisfied all the developed benchmarks for penalty-related service quality benchmarks in 2003 and, therefore, does not report any financial penalties for 2003. In addition, Berkshire notes that it maintained strong performance in measures where no penalty standard had yet to be established because insufficient data was available. This higher actual performance will ultimately result only in higher standards for new benchmarks when adopted. Berkshire further notes that it now has adequate data for the Telephone Answering Factor standard to be a penalty-related measure for calendar year 2004. Berkshire will continue to collect telephone response data consistent with the Department's requirements. Berkshire believes that these results demonstrate that Berkshire continues to provide high quality service.

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Please feel free to contact the undersigned or the Company's counsel, James M. Avery, Esquire, Brown Rudnick Berlack Israels LLP, One Financial Center, Boston, Massachusetts 02111 (617/856-8112) with respect to this matter.

Sincerely,

Richard E. Nasman
Director of Operations

Attachment

cc: Caroline M. Bulger, Esq., Hearing Officer (w/1 enc via hand delivery)
Jody M. Stiefel, Esq., Hearing Officer (w/1 enc via hand delivery)
Glenn Shippee, Rates and Revenue Requirements Division (w/6 enc via hand delivery)
Joseph Rogers, Esq., Assistant Attorney General (w/1 enc via hand delivery)
Robert Sydney, DOER General Counsel (w/1 enc via hand delivery)
James M. Avery, Esq.

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